

## FALCON GYMNASTICS CLUB - GRIEVANCE/COMPLAINTS PROCEDURE

Falcon welcomes comments and feedback on all aspects of the club. If you would like to raise any issue of concern, grievance or complaint, please detail in writing and forward to Falcon Gymnastics Club.

Any concerns relating to child welfare or protection should be forwarded immediately to Falcon's Welfare Officer. In all cases, we will investigate and report back to you as soon as possible.

Mel Hale, 07514 366894, [mel@falcongym.com](mailto:mel@falcongym.com)

For club and management issues, please email your concerns to:

Hannah Shri, Managing Director – [hannah@falcongym.com](mailto:hannah@falcongym.com)

Alternatively, please submit your concerns in writing to:

Falcon Gymnastics Bedford Ltd, FAO of Hannah Shri  
117 Goldfurlong  
Marston Moretaine  
Bedford  
MK43 0ED

We cannot always guarantee a total solution every time for management issues, but in all cases, we will investigate and report our findings back to you as soon as possible. On matters dealt with by the club, where the individual is still not satisfied, every effort will be made to reach an understanding but ultimately the decision of the Directors of the club is final.

Reviewed and updated 26.04.2026